

DTS FINANCE

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The Finance section within The Department of Technology Services (DTS) functions as overhead and provides the following services for all DTS products and services:
 Finance, Billing, Budget, Rates, and Accounting

FEATURES AND DESCRIPTIONS	
FEATURE	DESCRIPTION
Finance	Responds to inquiries and informational requests to Federal and State oversight entities. Provides customer support to users of AGRC.
Accounting	Processes and pays invoices submitted to DTS as efficiently as possible in accordance with approved purchase guidelines. Tracks the purchase and disposal of Fixed Assets in accordance with State regulations and guidelines. Processes payments for State P-cards in accordance with existing State regulations and guidelines.
Budget	Develops budgets including fund allocation, revenue collection, budget projection, and YTD expenditures. Reconciles financial statements and reports.
Rates	Sets rates in accordance with statute on an annual basis based on expenditures and revenues of each product. Prepares material and presents findings to the DTS rate committee. Prepares rate impacts for GOPB and the LFA in accordance with state guidelines. Monitors rates throughout the year, sets interim rates in accordance with statute, and responds to all inquiries about rates.
Billing	Processes Dedicated Credit billing for all DTS products and services and provides Customer Service on accounts for both State and Non State Entities.
Accounts Receivable	Manages accounts receivable for DTS and provides receivable customer support.

RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
DTS Finance	Finance, Billing, Budget, Rates, and Accounting	Functions are overhead and come standard with DTS products and services

ORDERING AND PROVISIONING

Customers may call the DTS customer relationship managers, submit a helpdesk ticket, or call:

Finance & Accounting Manager- Paul Kroff (801) 538-3036

Budget/Billing/A/R Manager- Leno Franco (801) 537-9088

Finance Director- Daniel Frei (801) 538-3459

DTS Customer Support Center, (801) 538 3440 or (800) 678 3440

DTS RESPONSIBILITIES

DTS is responsible to bill properly, account for funds in accordance with all state and federal guidelines, and set rates in accordance with statute.

AGENCY RESPONSIBILITIES

Review billing to ensure accuracy. Any discrepancies should be discussed with DTS Billing within 30 days of receiving the bill.

SERVICE LEVELS AND METRICS

Balanced Scorecard Measures include:

Billing Process Errors with FINET less than 10 and Customer billing error less than 6

Budget to Stakeholders by the 5th business day after the monthly close of FINET

Days to Process Invoices after Receipt with no errors = 3 days

Days to Process Invoices after Receipt with errors = 15 days

DTS Revenue targets achieved

DTS cost targets achieved

Number of Payments Made- 500 per employee

Days to Clear P-card Balances- 10 days

Accounts Receivable Aging Collected is 85% within 90 days

Documents Scanned 2 days after processing

Days to Process Fixed Asset in sub-ledger system= 10 days